

Maui County Wireless E9-1-1 Status Report

April 1, 2010 – April 30, 2010

• PSAP Operations

9-1-1 Call Volume – April 2010

PSAP	Total	Wireline	%	Wireless	%
MAUI (*)	7,737	2,962	38.3%	4,774	61.7%
MOLOKAI	274	178	65.2%	95	34.8%

(*) Totals are based on calls to primary PSAP.

9-1-1 Call Volume – Calendar Year 2010

MAUI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2010	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	% Abandoned of Total
December									
November									
October									
September									
August									
July									
June									
May									
April	7,737	2,962	38.3%	4,774	61.7%	1	0.0%	1,193	15.4%
March	8,295	2,807	33.8%	5,488	66.2%	0	0.0%	1,446	17.4%
February	7,424	2,606	35.1%	4,818	64.9%	0	0.0%	1,281	17.3%
January	8,228	2,946	35.8%	5,280	64.2%	2	0.0%	1,464	17.8%
TOTAL YTD	31,684	11,321	35.7%	20,360	64.3%	3	0.0%	5,384	17.0%
AVG PER MO	7,921	2,830		5,090		1		1,346	
<u>Note:</u>		Total Calls include Administrative calls that are not direct 911 calls.							

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• PSAP Operations (continued)

9-1-1 Call Volume – Calendar Year 2010 (continued)

MOLOKAI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2010	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned of Total
December									
November									
October									
September									
August									
July									
June									
May									
April	274	178	65.2%	95	34.8%	1	0.4%	50	18.2%
March	298	185	62.1%	113	37.9%	0	0.0%	52	17.4%
February	248	166	66.9%	82	33.1%	0	0.0%	46	18.5%
January	228	137	60.4%	90	39.6%	1	0.4%	47	20.6%
TOTAL YTD	1,048	666	63.7%	380	36.3%	2	0.2%	195	18.6%
AVG PER MO	262	167		95		1		49	
Note:	Total Calls include Administrative calls that are not direct 911 calls.								

Notes:

- (1) "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.
- (2) "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard CML reports do not provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.
- (3) Total call volumes include Administrative calls. (Administrative calls = Calls made between 911 positions but are not 911 calls.)

Wireless Test – April 2010

Date	WSP	Island	Sites Tested	Sectors Tested	Tested By:
04/28/10	AT&T Mobility	Maui	7	23	Maui PSAP/Akimeka

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• PSAP Operations (continued)

- 04/01/10 -- Ongoing Akimeka personnel continues to monitor an open AT&T Mobility trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call. Trouble was isolated to signalling problems. Plans are underway between AT&T Mobility and Intrado to upgrade their network and resolve the trouble.
- The projected completion date was pushed out to allow for the completion and testing of the rehomings and network upgrade project across the Neighbor Islands.
- The rehomings and upgrade project (Phase 2) has been completed on Kaua'i, Hawai'i, Maui and Lanai. Molokai is still pending. Once all of the Neighbor Islands have been successfully tested, AT&T Mobility will coordinate with Intrado to update the CGI information to allow for tower information (addressing) to display when rebidding or transferring to a secondary PSAP. A targeted completion date has not been provided.
- 04/01/10 -- Ongoing Akimeka personnel and Intrado continue to work on OnStar calls display issues. The current network being used is unable to display the additional information in the "driving instructions" field. Discussions and compromise are ongoing and continue to be under review.
- 04/01/10 -- 04/28/10 Akimeka personnel continued to distribute updates, hearing notices and support for bills involving 9-1-1 to the Neighbor Island PSAPs. SB2695 and HB2542 - Transfer of Non-General Funds, no longer contains verbiage to transfer any monies from the Wireless fund.
- 04/01/10 Akimeka personnel distributed sample letters to the Neighbor Island PSAPs regarding the Safelink certification. Four (4) versions of the certification letter were sent to the PSAPs for their review and use. If no response is received by Tracfone or their representative on or before May 13, 2010, Tracfone will be able to self certify their Safelink service.
- 04/07/10 -- Ongoing On behalf of the Neighbor Island PSAPs, Akimeka personnel requested a tentative 2010 testing schedule from all Wireless Service Providers (WSPs). All carriers have responded and Sprint is still in the process of collecting their information.
- 04/14/10 Akimeka personnel worked with Kathy McMahon of APCO regarding the new ZOMM technology. ZOMM is a new device which can be purchased as a lease for one's cellphone in case an individual walks away from their cellphone. One feature is a panic button which, upon activation, sends a recording to 9-1-1 for help and acts as a speakerphone. The APCO Telematics committee contacted the President of ZOMM, Henry Peniz, to request a meeting regarding this device.
- 04/15/10 -- Ongoing Akimeka personnel coordinated questions and responses from the Neighbor Island PSAPs regarding Hawaiian Telcom's proposed long distance 9-1-1 billing charges.
- 04/16/10 -- Ongoing Akimeka personnel performed an audit of the Maui callboxes for addressing accuracy. Updates and corrections were required on 39 (92.9%) out of the 42 callboxes audited. Updates were provided to Hawaiian Telcom, Inc. (HTI) on April 28, 2010.
- 04/16/10 -- Ongoing Akimeka personnel is working with Intrado to prepare a flowchart for the Neighbor Island PSAPs which documents the flow of a Call Routing Sheet (CRS) and Testing Validation Worksheet (TVW). The flowchart will help to establish a better understanding among the involved parties and the timeframes needed to plan a test.

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April 1, 2010 – April 30, 2010

• MSAG

Current Month – April 2010

									(a)	(b)	
2010		9-1-1NET REQUESTS							Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
MAUI COUNTY	89	83	42	1	22	16	2	34	6	1	1
Revised categories and report format changes effective April 2009.											

A total of 89 transactions were made on the MSAG database. See attached spreadsheet for a detailed description of changes and additions.

During the month of April 2010, 83 change requests were completed on the Maui County MSAG database. There currently exists one (1) request in Suspended status, with one (1) TN affected. The location remains unknown.

Year-to-Date (YTD) – 2010

									(a)	(b)	
MAUI COUNTY		9-1-1NET REQUESTS							Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
2010	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December											
November											
October											
September											
August											
July											
June											
May											
April	89	83	42	1	22	16	2	34	6	1	1
March	178	173	41	45	34	46	7	1	5	1	1
February	117	104	19	4	51	27	3	0	13	1	1
January	138	125	58	14	13	21	19	0	13	2	7
TOTAL YTD	522	485	160	64	120	110	31	35	37		
AVG PER MO	131	121	40	16	30	28	8	9	9		
(*) Applies to Change, Delete and Insert categories											

Notes: Revised categories and report format changes effective April 2009.

It was discovered in April 2010 that five (5) transactions listed in the Hawaii MSAG Update Log - 2010 were identified as belonging to Maui County. The discrepancy occurred upon data export from 911Net due to the transactions originating under the Hawaii County 911Net log-in.

The year-to-date summary chart above has been corrected accordingly for the month of March 2010.

Definitions:	(a)	Represents customer address change requests identified by Akimeka and submitted to Intrado to correct the customer records and/or MSAG.
	(b)	Represents what is in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka.

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• Mapping Layers Updated/Loaded Into GIS – April 2010

MAUI COUNTY					
Type of Layer	Island	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed	Date Uploaded to Server		
WSP Cell Towers	Maui	04/26/10			Per VZW CRSS
	Maui	04/09/10			Added VZW tower
	Maui	04/07/10			
Street Centerlines	Maui	04/30/10			
	Maui/Molokai	04/15/10			
	Maui/Molokai	04/09/10			Akimeka delivered the spatially correct centerlines to Intergraph on April 20, 2010.
	Maui/Molokai	04/08/10			
Address Points	Maui	04/21/10			
	Maui	04/20/10			
	Maui	04/19/10			
	Maui/Molokai	04/15/10			
	Maui	04/14/10			
	Maui	04/13/10			
	Maui/Molokai	04/12/10			
	Maui/Molokai	04/09/10			
	Maui/Molokai	04/08/10			
	Maui	04/07/10		4/7/2010	
	Maui	04/06/10			
	Maui	04/05/10			
	Maui	04/02/10			
	Maui	04/01/10			
Pseudo Address Points	Maui	04/22/10			
	Maui	04/09/10			
	Maui	04/08/10			
	Maui			04/07/10	
Parcels					
Airports					
Bridges					
Cane Fields					
Coastal Names					
Common Places					
Communities					
Emergency Callboxes					
EMS Zones					
Fire Beat Boundaries					
Fire ESZ					
Fire Stations					
Fire Sub Zones					
Fire Zones					
Food & Beverage					Renamed Restaurant layer to Food & Beverage layer to include bakeries, cafes, food factories, etc.
Gate Codes	Maui			04/07/10	
	Maui	04/05/10			Edited per Service Request #169
High Resolution Imagery					
Hospitals					

(*) Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.

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- Mapping Layers Updated/Loaded Into GIS – April 2010**
(continued)

MAUI COUNTY					
Type of Layer	Island	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed	Date Uploaded to Server		
Hotels					
Medic Beat Boundaries					
Medic Stations					
Milepost Markers					
National and State Parks					
Ocean Rescue Boundaries					
Park Polygon					
Points of Interest					
Police Beat Boundaries					
Police Dispatch Group (District)					
Police ESZ					
Police Reporting Areas					
Police Stations					
Ponds					
Post Offices					
Radio Towers					
Radius - Two Mile					
Radius - Three Mile					
Restaurants					
Schools					
Subdivisions					
Tow Truck					
Towns					
Trails					
Tsunami Evacuation Zones					

(*) Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.

Note: The Parcels layer is provided by Maui County. Akimeka does not perform any edits on the spatial information of the layer. Changes to the attribute table are made when needed. Akimeka uploads the layers into the Akimeka GIS Server and PSAP GIS Server accordingly.

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- Mapping Layers Updated/Loaded Into GIS – April 2010
(continued)**

Current Month GIS Activities – April 2010

- 04/08/10 -- Akimeka GIS personnel posted an updated Street Centerline layer and corrected
04/21/10 Address Point layer for Maui County on Akimeka's ftp site for Intergraph.
A copy was emailed to Mike Rawls of Intergraph on April 20 and April 21.
- 04/15/10 Akimeka GIS personnel participated in a conference call with Intergraph and Maui County regarding mapping issues.
- 04/16/10 Akimeka GIS personnel GPS'ed Maui streets in Makawao and Kula.
- 04/28/10 Akimeka GIS personnel met with Maui Real Property and GIS personnel regarding GPS'ed centerlines and parcel layer horizontal accuracy improvement.

- Service Requests Transactions**

Open Service Requests – April 2010

MAUI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
1	01/19/10	131	Callbox 25	MSAG - ANI/ALI Discrepancy	High	Akimeka is waiting for an address change from Hawaiian Telcom.

Service Request #131 was inadvertently reported as CLOSED in the March 2010 report. However, the Service Request is still open and pending action from Hawaiian Telcom. The year-to-date summary chart has been corrected accordingly.

MOLOKAI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

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• Service Requests Transactions (continued)

Year-to-Date (YTD) Summary – 2010

MAUI PSAP				SERVICE REQUEST CATEGORIES							
2010	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May											
April	2	2	1	1	1	1	1	0	0	0	0
March	1	1	1	1	1	0	0	0	0	0	0
February	4	5	1	3	3	1	2	0	0	0	0
January	4	2	2	1	1	3	1	0	0	0	0
TOTAL	11	10	1	6	6	5	4	0	0	0	0
<u>Note:</u>				Open Service Requests reflect what is in pending status at the end of the report month.							

Service Request #131 was inadvertently reported as CLOSED in the March 2010 report. The year-to-date summary chart above has been corrected accordingly.

MOLOKAI PSAP				SERVICE REQUEST CATEGORIES							
2010	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May											
April	0	0	0	0	0	0	0	0	0	0	0
March	0	0	0	0	0	0	0	0	0	0	0
February	0	0	0	0	0	0	0	0	0	0	0
January	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0
<u>Note:</u>				Open Service Requests reflect what is in pending status at the end of the report month.							

Definitions:	Category	Description
	911 Map	Mapping computer not functioning or displaying properly
	MSAG	Discrepancies with 9-1-1 MSAG addresses
	Request Training	E-911 Operations training needs
	Suggestions	Vehicle to share suggestions